

SENIOR FINANCIAL SERVICES TECHNICIAN

Purpose:

To actively support and uphold the City's stated mission and values. To lead staff and perform the most complex work in utility billing, customer service and central cashiering.

Supervision Received and Exercised:

Receives general supervision from the Customer Services Office Supervisor or from other managerial staff.

Exercise functional and technical supervision over lower level staff.

Examples of Duties:

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

- Lead and participate in the work of Customer Services' Financial Services
 Technician staff; assist Customer Services Office Supervisor with staff
 assignments; review completed work for quality control; determine required
 staffing levels based on workload or other factors; maintain daily schedule.
- Advise staff regarding particularly difficult issues/questions; respond and resolve more difficult and sensitive citizen inquiries and complaints not resolved at lower levels; handle overflow calls; perform the more complex daily work in area of assignment.
- Participate in staff training; may develop training materials/resources; provide ongoing training and assistance to both office and field staff; provide information to Office Supervisor relative to staff performance.
- Assist citizens on the telephone and in-person regarding complex utility billing questions, City codes relating to utility services and general City information; process utility payments; make decisions regarding payment

CITY OF TEMPE

Senior Financial Services Technician (continued)

arrangements, bill adjustments, and write-offs; prepare written responses to customer inquiries.

- Coordinate and conduct system testing and system analysis as directed by the supervisor; review policies and procedures for continued quality/efficiency enhancements; analyze account or system problems; resolve independently or make recommendations to manager or supervisor as appropriate; implement changes; follow-up to ensure problem is resolved.
- Assist the central cashiers with daily balancing and customer payment issues as required. Assist cashiers with the more complex research issues involving Checkfree, Interactive Voice Recognition system (IVR), Interactive Web Recognition (IWR) and Master Account payments.
- Coordinate and lead meetings to gather and disseminate information to staff.
- Act in the absence of the supervisor or manager as appropriate.
- Perform related duties as assigned.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include job related experience, training or license and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of increasingly responsible clerical or customer service experience in a call center, accounts payable, utility billing, customer service center, cashiering, payroll or other closely related field. Two years of this experience must be as a Financial Services Technician I/II with the City of Tempe.

Training:

Equivalent to the completion of the twelfth grade supplemented by college level course work in accounting, statistics, business, management/supervision, customer service or a related field.

Licenses/Certifications:

None

CITY OF TEMPE

Senior Financial Services Technician (continued)

This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 103.

Job Code: 141

FLSA: Non-Exempt